

### REMARKS/ARGUMENTS

Reconsideration of the rejections set forth in the Office Action dated February 23, 2004 is respectfully requested. Claims 1-12, 14-21, and 23-26 are currently pending and have been rejected.

#### Rejections under 35 U.S.C. §102

Claims 1-6, 8, 9, 14-19, and 23 have been rejected under 35 U.S.C. § 102(e) as being anticipated by Bjornberg et al. (US Patent No. 6,647,111). Claims 24-26 have been rejected under 35 U.S.C. § 102(e) as being anticipated by Hammarström et al. (US Patent No. 6,044,142).

#### Claim 1 and its dependents

Independent claim 1 recites an interactive voice response system that has a plurality of general-purpose blocks that play a prompt that is configurable to send a first signal without requiring input after playing the prompt or send a second signal according to received input after playing the prompt. The Examiner has argued that Bjornberg et al. teach the limitations of claim 1. Specifically, the Examiner has argued that Bjornberg et al. teach of a block that is configurable to send a first signal without requiring input after playing a prompt, and has indicated that a timeout\_error or an input\_error as shown in Fig. 7n of Bjornberg et al. are a first signal that is sent without requiring input after playing a prompt.

The Applicant respectfully submits that neither the timeout\_error nor the input\_error of Bjornberg et al. are a first signal that is sent without requiring input after playing a prompt. With regards to the input\_error branch of Fig. 7n of Bjornberg et al., it appears that the input\_error branch would be taken as a result of an incorrect user input, and, hence, if the input\_error branch shown in Fig. 7n is indeed a signal (which does not appear to have been taught by Bjornberg et al.), the input\_error would only be sent in response to some sort of an (incorrect) input after a prompt is played. Bjornberg et al. does not appear to teach that either an input\_error or a

timeout\_error as shown in Fig. 7n are signals. In column 12 at lines 7-10, Bjornberg et al. discloses timeout and input error trapping capabilities, but do not teach or suggest that such capabilities have anything to do with sending a first signal without requiring input after playing a prompt.

As previously mentioned, like the input\_error branch of Fig. 7n, a timeout\_error branch of Fig. 7n does not appear to be a signal that is sent without requiring input after playing a prompt. Bjornberg et al. teach that "control exits the Input SIBB when the expected number of digits is entered, incomplete, timeout, etc." (Bjornberg et al., column 11 at lines 45-47). In the passages of Bjornberg et al. that have been cited by the Examiner, there is no teaching that exiting an Input SIBB when a timeout occurs causes a first signal to be sent without requiring input after playing a prompt. Instead, Bjornberg et al. appears to teach only that control exits an Input SIBB when a timeout occurs. It is respectfully submit that control exiting an Input SIBB when a timeout occurs does not anticipate a signal being sent without requiring input. Accordingly, claim 1 is believed to be allowable over Bjornberg et al. for at least these reasons.

Claims 2-12 and 14 each depend either directly or indirectly from independent claim 1 and are, therefore, each believed to be allowable over Bjornberg et al. for at least the reasons set forth above with respect to claim 1. Each of these dependents claims recites additional limitations which, when considered in light of claim 1, are believed to further distinguish the claimed invention over the art of record. By way of example, dependent claim 10 requires that a general-purpose block sends an error prompt if there was an error in received input. On page 3 of the Office Action dated February 23, 2004, the Examiner has argued that Bjornberg et al. teach that a general-purpose block determines if there was an error in received input, and has cited Fig. 7n and lines 7-10 of column 12 of Bjornberg et al. The Applicants submit that there is no teaching in Bjornberg et al. of sending an error prompt if there was an error in received input. While Bjornberg et al. mention input error trapping capabilities (Bjornberg et al., column 12 at lines 7-10), there is no teaching in Bjornberg et al. that such input error trapping capabilities

include sending an error prompt if there was an error in received input. Therefore, claim 10 is also believed to be allowable over Bjornberg et al. for at least this additional reason as well.

Claim 15 and its dependents

Independent claim 15 recites a method of generating an interactive voice response application that includes specifying whether a selected general-purpose block will send a first signal without requiring input after playing a prompt or send a second signal according to received input after playing the prompt. The Examiner has argued that Bjornberg et al. teach the limitations of claim 15.

On page 4 of the Office Action dated February 23, 2004, the Examiner has indicated that he believes that Bjornberg et al. teach of specifying whether a selected general-purpose block will send a first signal without requiring input after playing a prompt or send a second signal according to received input after playing the prompt. As previously discussed, Bjornberg et al. do not appear to disclose sending a first signal without requiring input after playing a prompt. Accordingly, claim 15 and its dependents are each believed to be allowable over Bjornberg et al. for at least the reasons set forth above with respect to claim 1.

Claim 24 and its dependents

Claim 24 recites a method of modifying an interactive voice response system at run-time that includes modifying a configuration of a selected general-purpose block, and updating the configuration of the selected general-purpose block at run-time. The Examiner has argued that Hammarström et al. teach of such features.

The passage Hammarström et al. cited by the Examiner at lines 58-64 of column 3 reads:

“In communicating with the caller, the operator may initiate an action at an operator workstation that is ultimately provided to and executed

by the intelligent network service logic. Such execution typically includes executing one or more service independent building blocks to implement the operator-initiated command in the context of a service script composed of several service independent building blocks.”

Hammarström et al. appear to teach that an operator may initiate an action that is performed by service independent building blocks (SIBs), and make no mention of modifying a service independent building block or of updating the configuration of a service independent building block at run-time. On page 7 of the Office Action dated February 23, 2004, the Examiner has stated “... since Hammarström teaches that SIBs are used to process a call and when a customer wants additional service then an operator can modify the SIBs so that the customer requested service can be setup. Since an operator is able to modify a customer’s service by using SIBs and since the network is able to initiate the service in real time....” The Applicant respectfully submits that in the passage of Hammarström et al. cited by the Examiner, there is no teaching that an operator can **modify** SIBs, or that a configuration may be **updated** at run-time. Hence, claim 24 and its dependents are believed to be allowable over Hammarström et al. for at least these reasons.

#### Rejections under 35 U.S.C. §103

Claims 7, 10-12, and 21 have been rejected under 35 U.S.C. § 103(a) as being unpatentable over by Bjornberg et al. (US Patent No. 6,647,111) in view of Malik (US Patent No. 6,463,130).

Claims 7, 10-12, and 21 are all dependent claims and, hence, include all of the limitations of their respective base claims. Since the Examiner has not shown how Malik remedies the deficiencies of the primary reference Bjornberg et al., claims 7, 10-12, and 21 are each believed to be allowable over the art of record for at least the reasons set forth above.

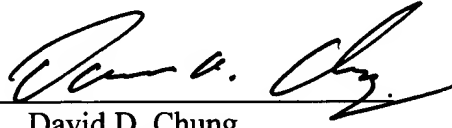
Conclusion

For the foregoing reasons, Applicant believes all the pending claims are in condition for allowance and should be passed to issue. If any fees are due in connection with the filing of this amendment, the Commissioner is authorized to charge such fees to Deposit Account 19-2179.

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